

- Making Supported Employment Services Pay For Themselves-
An Ongoing Challenge
For Providers

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- St. Luke's House, Inc
Back To Work (BTW)
Program

- St. Luke's House (SLH) BTW program helps consumers choose, find and keep employment
- BTW currently serves approximately 300 consumers
- Consumers of the BTW Program have an employment rate three to four times the national average

St. Luke's House, Inc is participating in 2 major research

initiatives with Social Security Administration (SSA)

- The Mental Health Treatment Study (MHTS) and
- Youth Transition Demonstration (YTD) Project
- Other Initiatives

In addition to the 2 programs with SSA, SLH is also working in partnership with the Division of Rehabilitation Services (DORS) to pilot a milestone payment system

Recognizing the need for additional training for staff SLH has also initiated the Business Mentor Project

- MHTS
- St. Luke's House, Inc is one of 22 demonstration sites across the country. With 150 participants randomized in two groups (treatment and control) at SLH, MHTS is being implemented as a 3 $\frac{1}{2}$ year randomized trial demonstration that creates

access to evidenced-based medical and behavioral health treatment and supported employment services.

- The intended outcomes for beneficiaries in the treatment group include improved functioning and successful competitive employment
- Research questions that MHTS will address include:
 - Does providing supported employment, appropriate behavioral health services,

and supplemental health care coverage improve the employment status, health and work-related functioning of SSDI beneficiaries with primary mental impairments?

- What is the cost of the services required to successfully return beneficiaries to competitive employment?
- Do certain types of beneficiaries benefit more than others from the MHTS intervention?

- **Anticipated Study Outcomes**

- Improved clinical recovery-increased quality of life,

reduced psychiatric
symptoms

- Positive employment
outcomes- sustained
competitive employment,
increased earnings and work
satisfaction

- Youth Transition
Demonstration (YTD)
Project

- The Career Transition Program of St.
Luke's House, Inc. (SLH), has been
chosen to participate in the Youth

Transition Demonstration Project created by The Social Security Administration

- This major national evaluation initiative for youth who have emotional disabilities will extend a broad array of transition-related services to 480 youth with emotional disabilities in Montgomery County over the next four years
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- The YTD program is a research study about Transition Services

- The purpose of the study is to learn how youth with disabilities can improve their education and employment outcomes and become independent adults
- **The Career Transition Program**
- The Career Transition Program helps high school juniors and seniors who have

serious emotional problems
make a successful transition
to college, vocational
training, the workforce or
other post-secondary goals.
This program combines the
expertise of St. Luke's
House and the Transition
Unit of the Montgomery
County Public Schools

- DORS Performance-Based Milestone Initiative
- The milestone and payment system replaced the hourly fee-for-service authorization and payment system for supported employment job placement and job coaching services provided to DORS consumers through its vendor agreement with SLH

- Outcomes/Results

- Promotes greater overall accountability for outcomes, emphasis on results;
- Establishes measures of excellence - quality indicators;
- Creates a reimbursement system that creates incentives to achieve the desired outcome for the consumer in the most effective, efficient way;
- Shifts payments from process to outcomes and creates consensus on desired outcomes between consumer, agency and vendor.

- Estimates of time spent on St. Luke's House/DORS hourly fee-for-service systems for issuing, tracking, documenting, and quality assurance for service authorizations, documentation, and billings:
- DORS Secretary - 16 hours per month = ~ 200 hours per year
- DORS Vocational Counselor - 25 hours per month = ~ 300 hours per year
- SLH Supported Employment Specialist - 1 hour per case per month = ~1500 hours per year (total for all SESs)
- SLH Vocational Supervisors - 20 hours per month = ~1000 hours per year
- SLH finance department - 16 hours per month = ~ 200 hours per year

- Outcomes & Training
- Outcomes are closely tied in with staff-training- better trained staff will provide higher outcomes
- Providers need to think about adding new components that will increase efficiencies and increase the employment outcomes of program participants
- Business Mentor Program
- Need for Employment Specialists to be able to understand employer

perspectives, meet their needs and positively impact their business operations

- Employers hire to meet their staffing and operational needs and every Employment Specialist must be prepared to help do just that
- The Business Mentor Program matches business, industry and human resource professionals as mentors to each Employment Specialist to support them in understanding the business perspective of recruitment, hiring, and retention
- Expected Outcomes:
- Higher job placement and retention rate

- Higher overall consumer satisfaction
- Higher overall employer satisfaction
- Higher earnings for consumers
- Summary
- Providers need to look at forming partnerships in the community that will improve services and outcomes
- Innovative collaborations offer strategic benefits to

all parties and improve
employment opportunities
for consumers